



**TILLOTSON CORPORATION**  
A WORLD OF OPPORTUNITY

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**DIXVILLE TELEPHONE COMPANY**  
A DIVISION OF TILLOTSON CORPORATION  
ONE HUNTER HILL, SUITE 105,  
LEXINGTON, MA 02421  
PHONE: 781-402-1731  
FAX: 781-402-1737

February 20, 2008

Commission's Secretary  
Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Received & Inspected

**FEB 22 2008**

**FCC Mail Room**

Delivered via Commercial overnight mail to:  
9300 East Hampton Drive  
Capitol Heights, MD 20743

Re: EB-06-TC-060  
Certification of CPNI Filing for the Period Ending December 31, 2007

Dixville Telephone Company (Dixtelco) (499 Filer ID: 809726) is hereby complying with the January 30, 2006 Public Notice in which the Enforcement Bureau (Bureau) directs all telecommunications carriers to submit a compliance certificate to the Commission as required by Section 64.2009(e)<sup>1</sup> of the Commission's rules.

Dixtelco hereby certifies that it is in compliance with Section 64.2009 of the Commission's rules for the period ending December 31, 2007 and provides an accompanying statement explaining how Dixtelco's operating procedures ensure compliance with the FCC's rules.

Dixtelco complies with Section 222 of the Communications Act of 1934, as amended (the "Act")<sup>2</sup>, that requires that telecommunications carriers protect the privacy of customer proprietary network information ("CPNI").

Sincerely,

Grafton J. Corbett III

Treasurer

Cc: Delivered via email to [byron.mccoy@fcc.gov](mailto:byron.mccoy@fcc.gov)  
Mr. Byron McCoy  
Telecommunications Consumers Division, Enforcement Bureau  
Federal Communications Commission  
Room 4-A234, 445 12th Street, S.W.  
Washington, D.C. 20554

Cc: Deliver via e-mail to [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com)  
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1 47 C.F.R. §64.2009(e).

2 47 U.S.C. §222.



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**Dixville Telephone Company**  
**Customer Proprietary Network Information (CPNI)**  
**Certification for the Period Ending December 31, 2007**

I, Grafton J. Corbett, Treasurer of Dixville Telephone Company (Dixtelco) do hereby certify that Dixtelco is in compliance with the FCC Rules and Regulations § 64.2009 "Safeguards Required for Use of Customer Proprietary Network Information" for the year ended December 31, 2007.

I further certify that I am an officer of DIXTELCO and have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the rules in § 64.2009.

Exhibit A provides a statement explaining how DIXTELCO's operating procedures ensure that it is in compliance with the rules in § 64.2009 which are included on Exhibit B.

Grafton J. Corbett, III - Treasurer  
Dixville Telephone Company

Date February 20, 2008



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**Exhibit A**

**Statement of Compliance with Customer Proprietary Network Information (CPNI) Procedures**

Dixville Telephone Company, (an ILEC) does not use the CPNI information for its own or for an affiliated company marketing efforts. Furthermore, no customer information will be provided to anyone other than the customer and the E-911 database except under a court order. The customer is verified by means of their billing information and resort property location. Once verification of the customer is made, the customer can get their balance, what carrier they are presubscribed to, or questions answered on their bill.

**E-911:**

Database Updates: Updates of customer information is provided to the E-911 database including the customer name, phone number, whether it is a residential or business, and service location address.

**Court Orders:**

If the proper approved legal documents, including an approved Court Order, is received by the Company, the Company will provide law enforcement or the appropriate legal entity with the requested information only after determining that the request is in compliance with all necessary laws and/or regulations.

Ann Walsh, Assistant Controller retains requests of this type under lock for a period of at least five years. DIXTELCO has never received a request of this type.

**State or County Requests:**

The Company will not provide any informal requests for customer information lacking a court order.

**Review of CPNI Procedures:**

Ann Walsh, Assistant Controller reviews the Company's CPNI procedures periodically to determine that full compliance with the FCC's rules are adhered to.

As part of the new employee orientation, all business office employees are informed that they are not allowed to give out any customer information to anyone other than the customer. Any special requests for customer information are referred to Ann Walsh.



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**Exhibit B**

**FCC Rules on Customer Proprietary Network Information (CPNI)**

**§ 64.2009 Safeguards Required for Use of Customer Proprietary Network Information.**

- (a) Telecommunications carriers must implement a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI.
- (b) Telecommunications carriers must train their personnel as to when they are, and are not, authorized to use CPNI, and carriers must have an express disciplinary process in place.
- (c) All carriers shall maintain a record, electronically or in some other manner, of their own and their affiliates' sales and marketing campaigns that use their customers' CPNI. All carriers shall maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record must include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign. Carriers shall retain the record for a minimum of one year.
- (d) Telecommunications carriers must establish a supervisory review process regarding carrier compliance with the rules in this subpart for outbound marketing situations and maintain records of carrier compliance for a minimum period of one year. Specifically, sales personnel must obtain supervisory approval of any proposed outbound marketing request for customer approval.
- (e) A telecommunications carrier must have an officer, as an agent of the carrier, sign a compliance certificate on an annual basis stating that the officer has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the rules in this subpart. The carrier must provide a statement accompanying the certificate explaining how its operating procedures ensure that it is, or is not, in compliance with the rules in this subpart.
- (f) Carriers must provide written notice within five business days to the Commission of any instance where the opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.
  - (1) The notice shall be in the form of a letter, and shall include the carrier's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the relevant state commission(s) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
  - (2) Such notice must be submitted even if the carrier offers other methods by which consumers may opt-out.